

United States Government

Department of Energy
Oak Ridge Operations Office

memorandum

DATE: July 12, 2001

REPLY TO

ATTN OF: AD-442:Boyer

SUBJECT: **DOE JOBS ONLINE - FREQUENTLY ASKED QUESTIONS**

TO: All ORO, YAO, and OSTI Employees

Since November 2000, the Personnel and Management Analysis Branch (PMAB) has issued 112 vacancy announcements through the new DOE Jobs ONLINE automated recruitment system. As a result of numerous questions received from applicants, we have prepared some *Frequently Asked Questions (FAQ's)* to assist you in understanding various features of the system.

It is suggested that you read each announcement carefully before you begin the application process online. Some announcements contain information regarding requirements for additional documents, deadlines for receipt of information, etc., that may not have been included in other announcements you have reviewed.

Additional FAQ's can be found at <http://www.ma.doe.gov/qh/qhindex.html>. If you have further questions regarding DOE Jobs ONLINE or Federal recruitment and staffing processes, please contact your Human Resources Specialist.



Melanie M. Kent, Chief
Personnel and Management
Analysis Branch

Attachment

DOE JOBS ONLINE FREQUENTLY ASKED QUESTIONS

- 1. I've heard the new system referred to as "QuickHire," and I've heard it called "DOE Jobs ONLINE." Is there a difference?**

The Department of Energy's application of the automated recruitment system is called DOE Jobs ONLINE. It's powered by software developed and licensed by a company called QuickHire.

- 2. How is my overall score (or rating) computed under DOE Jobs ONLINE?**

The selecting supervisor reviews the duties of the position, and based on those duties, selects or prepares applicant questions for use in the vacancy announcement. Points are assigned to the questions prior to the vacancy announcement being issued. The software automatically calculates each applicant's score and ranking based on a comparison of the applicant's response to each question with the designated point levels for each response. Narrative answers are not assigned a score in the automated process; however, they are reviewed by the selecting supervisor as a measure of an applicant's specialized experience.

- 3. How do I attain a Highly Qualified rating?**

Applicants' ratings are self-certified based on the process described in question 2 above. Raw scores are converted using a scale of 70 to 100. Those who score at least 90 or above are considered "Highly Qualified" and are referred to the selecting official for consideration. If more than 10 applicants score 90 or above, the top 10 and those who tied for 10th place are referred.

- 4. When I checked with the Personnel and Management Analysis Branch, I was told that only part of the narrative answer I had submitted had been received in the system. It was all there on the screen when I submitted it. What happened?**

Always note the maximum number of characters allowed for narrative answers. This maximum number will be stated above each response box. For example, the DOE Jobs ONLINE resume box is limited to 16,000 characters; many narrative responses are limited to either 250 or 8000 characters. The software will truncate all characters in excess of the maximum number allowed, and your information will not be received.

- 5. I was told that my response to one of the questions caused me to be screened out. What is a "Screen Out" question?**

Some questions are structured to ensure that you meet basic qualifications or eligibility for the position being advertised, e.g., have 1 year of specialized experience at the next lower level, are currently employed within the area of consideration, etc. If your response does not

meet these requirements or you accidentally click on the wrong radio button, you will be rated unqualified or ineligible even though your background and experience may be qualifying for the vacancy.

You should carefully check responses to questions regarding your experience. We realize that it is very easy to click on the wrong button and submit an incorrect answer; however, after the announcement has closed, no changes can be made to your answers even if it results in your being disqualified for the position.

The following is an example of a “Screen Out” question that appears in most vacancy announcements. Applicants who check the box stating that they do not meet the specialized experience requirements will be screened out.

You must have one year of specialized experience equivalent to the GS-X grade level in the Federal service which has equipped you with the knowledge, skills, and abilities to perform successfully the duties of the position. Select the choice which best describes your specialized experience. (Must Answer)

- ☐ I have one full year of specialized experience equivalent in responsibility and scope to the GS-X level as described in the vacancy announcement under specialized experience requirements.
- ☐ I do not meet or exceed the 1 year of specialized experience as described in the vacancy announcement.

6. Are all of the questions in the system the same?

Yes and No. The User Information questions that you answered when you first registered in DOE Jobs ONLINE, including those regarding your veteran’s preference, current and past employment status, etc., are the same. Your initial responses to these questions will be used for each vacancy announcement unless you select the “Edit Personal Information” radio button on the “Welcome to DOE Jobs ONLINE” screen and make changes. Questions associated with particular vacancy announcements are different. These questions are directly related to the duties and requirements of the position for which you are applying.

7. Can I make any changes to my QuickHire application after I have completed it?

Changes can be made any time up to the closing date of the vacancy announcement. After the closing date, no changes can be made your resume or to applicant responses under that particular vacancy announcement, and the vacancy announcement will no longer be available for viewing and/or printing. It is suggested that you print and retain a copy of the vacancy announcement and your responses to the questions after you have completed your QuickHire application.

8. Do I have to submit a resume in addition to answering the questions in QuickHire?

Yes. You must submit an online resume in order to be considered for positions advertised through the DOE Jobs ONLINE system. Although you can use the same resume you submitted when you input your initial registration and “User Information,” you should review the information each time you apply for a position to ensure you have included experience related to the job you are applying for and that it substantiates the information you submitted in response to the vacancy announcement questions.

9. How much information should I include in the “Resume” text box?

As indicated in the vacancy announcements, the information you provide in the online application will be verified against the information you provide in your resume. The DOE Jobs ONLINE registration process specifies information that must be included a resume. It is suggested that your resume include all information that you would have normally submitted in “hard copy” applications. The system will accept resumes up to 16,000 characters in size. Generally, this is eight or nine pages.

10. I have previous employment with the Tennessee Valley Authority (TVA). The TVA pay plans are different from the General Schedule. How do I indicate that when I answer the registration questions in the system?

When registering in the DOE Jobs ONLINE system, former TVA employees should include information regarding their TVA positions in Questions 10, 11, and 12 of the second part of the “User Information” screen **if** their grade at TVA was the highest graded Federal position they have held. If the TVA position was the highest graded position held, the TVA pay plan (M, SC, SB, etc.) should be entered in the text box for Question 11. and the TVA grade in the text box for Question 12.

Since the TVA pay grades are different, former TVA employees are advised to assure that adequate TVA employment information is included in their resumes. Specifically, they should include dates of employment, pay plan, and salary.

11. Will the supervisor be able to review all the information I submit in my resume?

Yes. The selecting supervisor will have online access to all the information you input into DOE Jobs ONLINE for the position being filled. The selecting supervisor will be able to review your resume, your responses to vacancy announcement questions, and most of your responses to the DOE Jobs ONLINE registration questions. The selecting supervisor will not have access to the demographic information you submitted when you registered in the system.

12. How do I submit additional information that is required by the vacancy announcement, i.e., proof of veterans preference, transcripts, etc.

Requirements for any additional information or documentation will be specifically stated in the vacancy announcement. Information or documentation that cannot be provided through the automated system should be submitted separately to the Personnel and Management Analysis Branch. Please read the announcement carefully to identify deadlines for submittal of information. Due to the large number of vacancy announcements being issued, you should include the announcement number and position title on each document(s) you submit. Please submit copies; this information will not be returned to you.

13. How do I know if my application has been received at the Human Resources Office?

After you have completed the vacancy announcement questions, you should click on the “Finished” button that appears at the bottom of the screen. Another screen will appear that includes the message “***YOUR APPLICATION HAS BEEN SUCCESSFULLY TRANSMITTED,***” and “***Your application for announcement: (announcement number and position title, series and grade) has been received.***” Please read all of the information on this screen. You will receive a message stating, “***If you would like a copy of the questions and your responses sent to your email account, select the following link: “Email application results.”***” It is suggested that you print the information on this screen and retain it for your records.

If you choose to have your responses sent to your email account, another screen will appear which informs you that “***YOUR REQUEST WAS SUCCESSFUL! Application results have been sent!***” The e-mail response you receive from Quickhire will include the responses you have provided for the specific vacancy announcement. You may edit these responses online until the vacancy announcement closes.

Additional FAQ’s and information regarding DOE Jobs ONLINE can be found at <http://www.ma.doe.gov/qh/qhindex.html>.